

Docket No. AUS920010560US1

ABSTRACT OF THE DISCLOSURE

5 APPARATUS AND METHOD FOR AUGMENTING A RESERVATION SYSTEM TO
PROVIDE USER DEFINED CUSTOMIZED SERVICE

An apparatus and method for augmenting a reservation system to provide user defined customized services are provided. The apparatus and method allow a user to enter parameters describing a customized service that the user wishes to obtain with regard to a reservation request. The parameters are then processed by the reservation system to determine if the requested customized service is within the rules and regulations of the reservation system. If the customized service is within the rules and regulations, the reservation system determines which service provider, if any, provides the requested service. A request is then sent to the service provider requesting the customized service. If the service provider responds with an acknowledgment that the service provider can provide the service, the reservation system accepts the customized service request and informs the user of the acceptance and any additional cost for the customized service. If the user confirms that he/she wishes to obtain the customized service, the reservation is completed and the customized service is scheduled. The user's account may then be billed for the total charge of the reservation and the customized service..